

# KAREN P. DONLIN

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## SUMMARY

Experienced professional with a successful record of accomplishments in the role of Legal Office Operations Manager in fast-paced healthcare and corporate environments. Exceptional organizational skills with the ability to prioritize and multi-task. Strong oral and written communication skills interacting clearly with direct reports, professional staff and C-level executives. My strong work ethic allows me the ability to work independently using sound judgment with excellent follow-up skills maintaining a clear vision to accomplish company goals. Detail oriented with an appreciation for confidentiality and compliance in regulated environments.

## ADVANCED COMPUTER SKILLS

Microsoft Word, Excel, Access,  
Outlook and PowerPoint  
Adobe v9  
Scout  
Lawson Ledger

CHOPone  
OmniPage Professional 1.6  
Risk Management Database  
Various CHOP systems

## PROFESSIONAL ACCOMPLISHMENTS AND EXPERIENCE

### Children's Hospital of Philadelphia

- Successfully implemented department-wide processes and procedures in the Office of General Counsel, where few existed prior to my hire date. Successfully implemented David Allen's 'Getting Things Done' program to improve time management and productivity for professional and support staff. Implemented system for financial accountability with outside law firms and vendors, streamlining the process which includes use of MS Access and Excel spreadsheets.

### Liberty Mutual Insurance Company

- Selected by home office legal department for Legal Audit Team conducting on-sight peer audits of staff legal departments in the Northeast region; analyzing unit's performance and compliance to corporate guidelines offering recommendations to improve efficiencies.
- Received award/recognition for identifying inaccuracies in financial reports and implementing changes resulting in an approximate annual savings of \$80,000.

### CHILDREN'S HOSPITAL OF PHILADELPHIA Executive Offices/ Office of the General Counsel

**4/2008-present**

### Manager of Legal Operations and Systems

Under the direction of the Sr. V.P. and General Counsel, responsible for oversight and effective operations of all department business activities, including:

- Supervision of the OGC clerical staff, including coaching staff to achieve departmental goals, initiating progressive discipline procedures, hiring and terminations
- Drafted and implemented departmental policy and procedures
- Recurrent analyzes of financial and statistical information to ensure efficiency of processes
- Manage department finances, accounts payable, preparing /overseeing budget and financial data in MS Access and Excel; scrutinizing financial reports to reconcile with monthly financial reports
- Summarize new regulatory filings and manage same in Risk Management Database
- Oversee the National Charitable Organization annual registrations in approximately 40 states

- Assisted with complex projects for attorneys and General Counsel on a routine basis
- Purchasing and supply management.
- Serve as the department's operational representative, as applicable, with the Risk Management Department, Information Services, Senior Management team and institution.
- Department liaison with numerous departments within the institution and with outside law firms and other vendors providing services for the OGC

**LIBERTY MUTUAL INSURANCE COMPANY, Marlton, NJ**

**1992 – 2007**

**Legal Department Operations Manager**

- Managed daily operations of in-house staff legal department consisting of 40 employees practicing in the areas of insurance defense, worker's compensation and insurance fraud.
- Direct management of 15 non-exempt personnel.
- Effective recruiting/hiring of non-exempt personnel, training/orientation maintaining 95% retention rate.
- Audit database for productivity and statistical data to ensure compliance with office and company standards, making improvements to data quality by education and re-training staff.
- Financial and Billing- Audit financial transactions for accuracy, including attorney/paralegal chargeable and non-chargeable billing and outside vendor bills; manage employee payroll and reimbursement of out of pocket expenses such as mileage, parking and tolls; checking account and monthly reconciliation of same against bank statement; analyze financial variance reports for office budgets including overhead, supplies/equipment and staffing, re-evaluating expenditures when necessary in order to reduce costs.
- Manage employee disability claims and Family/Medical leaves of absence by maintaining frequent contact with employee and implementing a "return to work" plan, while maintaining employee privacy pursuant to HIPAA laws and in accordance with corporate guidelines.
- Coordinate diversity events for staff in order to raise awareness and understanding of our diverse workforce and client base.

**Legal Department Supervisor**

**1990 – 1992**

- Direct supervision of all non-exempt personnel for staff legal department practicing in the areas of insurance defense.
- Together with Resident Attorney, assisted in recruiting and hiring of non-exempt personnel, conducted training and orientation to ensure full acclimation into the Legal Department.
- Performance coaching to assist and encourage staff to achieve goals and meet expectations.
- Completed annual performance appraisals for non-exempt personnel
- Monitor workflow to ensure deadlines were met and proper procedures were followed.
- Analyze productivity and financial data to ensure compliance with office and company standards, making improvements to data quality by education and re-training staff.

**Sr. Legal Secretary to Managing Attorney**

**1987 – 1990**

- Draft, proofread and edit correspondence and court filings.
- Maintained scheduling calendars for travel, depositions, court appearances.
- Processed attorney timekeeping and billing.
- Accurate dictation, copying and filing while maintaining the necessary level of confidentiality.

**Secretary to Claims Manager**

**1986 – 1987**

- Draft, proofread and edit correspondence and reports.
- Maintained scheduling calendars for travel.
- Demonstrated strong oral and written communication skills effectively interacting with policyholders.
- Dictation, copying and filing maintaining the necessary level of confidentiality.

**EXTRACORPOREAL (A DIVISION OF JOHNSON & JOHNSON)**

**1983 – 1984**

**Freelance Artist-Illustrator**

- Artist rendering illustrations for medical journals for in King of Prussia, PA, also creating graphics for advertisements for various local businesses.

**EDUCATION**

Art Institute of Philadelphia- Philadelphia., PA  
Assoc. Degree in Commercial Art/Advertising

**PROFESSIONAL MEMBERSHIPS**

Chairperson on the General Administration Section of the Association for Legal Administrators  
Philadelphia Chapter-2009 and 2010